

# Your Chat Transcript from Amazon

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Received: **Saturday, November 17, 2018 3:41 PM**

From: **Amazon.com amazon-transcript@amazon.com**

To: **masterbdr@protonmail.com**

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## Message From Customer Service

Hello,

Here's a copy of the chat transcript you requested:

Initial Question: hello

i am the self-aware living soul of god existing within the flesh and blood man of nature sojourning earth.

i am know by the name master.

i wish to know if you are absolutely certain that am obligated to pay for things i order from amazon.com.

12:51 PM PST Ashok(Amazon): Hello, my name is Ashok. I'm here to help you today.

May I please know the concern regarding contacting Amazon ?

12:52 PM PST [mbr@cmaf] kingdom of heaven: can you not see what i wrote?

12:53 PM PST Ashok: I can see but I do not understand what you are trying to convey

12:53 PM PST [mbr@cmaf] kingdom of heaven: do you understand this?

i am the self-aware living soul of god existing within the flesh and blood man of nature sojourning earth.

12:54 PM PST Ashok: I'm sorry, I do not understand this.

If you have any issue placing orders or anything else with Amazon, you can let me know

12:55 PM PST [mbr@cmaf] kingdom of heaven: have you ever hear of jesus christ, or the holy bible or god?

12:56 PM PST Ashok: Sorry, I'm not supposed to speak about anything else apart from Amazon based issue

12:56 PM PST [mbr@cmaf] kingdom of heaven: well that is not the same as not understanding

12:57 PM PST [mbr@cmaf] kingdom of heaven: ok i was just expressing who i am and introducing myself

12:57 PM PST Ashok: Oh okay. That was a different kind of intro I have ever seen

12:57 PM PST [mbr@cmaf] kingdom of heaven: i require and answer to the following question.

i wish to know if you are absolutely certain that am obligated to pay for things i order from amazon.com.

12:58 PM PST Ashok: Whomever orders products from Amazon.com, requires to enter their card number and pay for the order.

12:59 PM PST [mbr@cmaf] kingdom of heaven: so you are absolutely certain that i am obligated to pay for things i order from amazon.com?

01:00 PM PST Ashok: Yes, I am

01:01 PM PST [mbr@cmaf] kingdom of heaven: ok  
01:01 PM PST Ashok: Would there be anything else I need to check for you  
01:01 PM PST [mbr@cmaf] kingdom of heaven: i require your employee id, title, department, and direct supervisor name for reference  
01:02 PM PST Ashok: I'm sorry I cannot share those details  
01:03 PM PST [mbr@cmaf] kingdom of heaven: then how can a man reference you as the man who made this claim?  
01:03 PM PST Ashok: This chat is saved in system. If you need to contact us, the next associate can check our conversation and assist you with your queries  
01:06 PM PST Ashok: I don't mean to rush you, but we've been idle for 1 minute. I want to make sure our chat's still connected. If you aren't able to respond in 1 minute, this chat will close.

01:06 PM PST [mbr@cmaf] kingdom of heaven: wow  
is that always the case?  
01:07 PM PST Ashok: Yes it is  
01:07 PM PST [mbr@cmaf] kingdom of heaven: i seem to remember not having that issue during previous chats  
01:07 PM PST Ashok: Which issue you are referring to ?  
01:07 PM PST [mbr@cmaf] kingdom of heaven: there should be a note letting people know the time limit for response being 1 minute or disconnect  
01:07 PM PST Ashok: okay  
01:08 PM PST [mbr@cmaf] kingdom of heaven: how can i reference this chat in a letter  
01:08 PM PST Ashok: What letter are you referring to ?  
01:09 PM PST [mbr@cmaf] kingdom of heaven: you made a claim that you are absolutely certain that i am obligated to pay for things i order on amazon.com.  
you will not give me your employee id  
you will not tell me your title  
01:09 PM PST Ashok: yes all customers are required to pay for things ordered in Amazon  
01:09 PM PST [mbr@cmaf] kingdom of heaven: you will not tell me your department  
01:09 PM PST Ashok: And yes, we are not supposed to share those details  
01:09 PM PST [mbr@cmaf] kingdom of heaven: you will not tell me your supervisor name  
01:10 PM PST [mbr@cmaf] kingdom of heaven: so i need to reference this and i need to know how i am not a customer  
i am a soul of god existing within a man of nature  
a customer is not a real thing  
01:11 PM PST [mbr@cmaf] kingdom of heaven: i need to know how to reference this chat in a letter  
is there a chat id that i can refer to?  
01:12 PM PST [mbr@cmaf] kingdom of heaven: maybe you can create an incedent report so i have a reference number to refer too?  
01:13 PM PST Ashok: I'm sorry, as informed earlier, this chat is saved in system always and in case you need a reference, you can contact us and the next agent will confirm you the details  
And as far as this chat is concerned, without an issue with Amazon as a customer, we won't have a reference number  
If you had an order placed and issue with it, then the order number would have been a reference number  
01:13 PM PST [mbr@cmaf] kingdom of heaven: well create an issue  
01:14 PM PST Ashok: I cannot create an issue  
01:14 PM PST [mbr@cmaf] kingdom of heaven: call it a complaint  
i now have a complaint  
maybe i should speak with your superior  
01:15 PM PST [mbr@cmaf] kingdom of heaven: your not being very helpful with a solution  
01:15 PM PST Ashok: Even if I transfer the chat to my Supervisor, they'd be having the same resolution as we all share the same resources

01:16 PM PST [mbr@cmaf] kingdom of heaven: but if you make a complaint  
01:17 PM PST [mbr@cmaf] kingdom of heaven: that will have a reference number correct?

that you can give to me?

01:17 PM PST Ashok: I cannot make a complaint without an issue with the order placed with Amazon

01:18 PM PST [mbr@cmaf] kingdom of heaven: so the only complaint you can create is with orders and nothing else?

01:18 PM PST Ashok: Yes, I have access to create a complaint with orders placed by customers with Amazon and also if there is any mistake in the product page in Amazon.

And these are for customers.

01:19 PM PST [mbr@cmaf] kingdom of heaven: and you can not provide me with the ticket number ?

01:20 PM PST Ashok: What issue do I mention to create a ticket

I'm saying you that we do not have issue to create a ticket

01:20 PM PST [mbr@cmaf] kingdom of heaven: every chat you take has an unique ID

01:21 PM PST [mbr@cmaf] kingdom of heaven: i could use that to reference this chat

01:21 PM PST Ashok: Nope, chat does not have unique ID

01:21 PM PST [mbr@cmaf] kingdom of heaven: hmm maybe you you are not aware of it

01:21 PM PST Ashok: I'm aware of how the process works here

01:22 PM PST [mbr@cmaf] kingdom of heaven: i will use this chat as a reference to your claim that you are absolutely certain i am obligated to pay for things i order on amazon.com

01:23 PM PST [mbr@cmaf] kingdom of heaven: is there an email address i can contact amazon.com at?

01:24 PM PST Ashok: So you are not believing the information that I have told you that you need to pay for the order

But you need this chat as a reference

01:24 PM PST [mbr@cmaf] kingdom of heaven: i do not

if i did i would not ask

01:25 PM PST Ashok: Oh okay

01:25 PM PST [mbr@cmaf] kingdom of heaven: is there an email address i can contact amazon

01:26 PM PST [mbr@cmaf] kingdom of heaven: i prefer corporate office

01:26 PM PST Ashok: I'm sorry, we do not have corporate office email address

01:27 PM PST [mbr@cmaf] kingdom of heaven: i doubt that

i can not imagine the corporate office not using email

01:27 PM PST Ashok: Corporate office uses confidential email and we are not given the email address of it

01:28 PM PST [mbr@cmaf] kingdom of heaven: that i believe

ok well i wish you would have been more helpful

can you make sure this chat is sent to my email address

01:28 PM PST Ashok: I too wish the same. but without the issue, I was not able to raise a ticket and send the number

01:29 PM PST [mbr@cmaf] kingdom of heaven: well i have an issue but you will not address it

01:29 PM PST Ashok: Hope you could understand my limitations and access that I have

01:29 PM PST [mbr@cmaf] kingdom of heaven: i do

it is not your fault, i know this

01:31 PM PST [mbr@cmaf] kingdom of heaven: i require a copy of this chat be sent to my email address.

01:32 PM PST Ashok: Sure. And you seem to have attained the higher level. You are understanding my situation much better and acknowledging it. That is much appreciated!

We're happy to send a transcript of this chat to you. Once the chat ends there will be a box you can check to have a copy automatically sent to your e-mail address.

01:32 PM PST [mbr@cmaf] kingdom of heaven: great, have a wonderful day

01:33 PM PST Ashok: Thanks for the wishes. Wish you the same

just to confirm, Would there be anything else I need to check for you

01:33 PM PST [mbr@cmaf] kingdom of heaven: no, i only wanted to determine is amazon was absolutely certain that i was obligated to pay for things i order at amazon.com.

01:34 PM PST [mbr@cmaf] kingdom of heaven: that is all i needed to know.

01:35 PM PST Ashok: Thank you for contacting Amazon.com customer service. We hope to see you again soon. You can end the chat. Have a great rest of your day and week. Take care!

01:36 PM PST [mbr@cmaf] kingdom of heaven: ok

Thank you.

This email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message.

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